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Department of Health and Family Services

DIVISION OF DISABILITY AND ELDER SERVICES

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To: Ambulatory Surgery Center	ASC	04
Adult Day Care	ADC	04
Adult Family Homes	AFH	04
Ambulatory Surgery Centers	ASC	04
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Community-Based Residential Facilities	CBRF	05
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Facilities for the Developmentally Disabled	FDD	06
Home Health Agencies	HHA	03
Hospice Agencies	HSPCE	04
Hospitals	HOSP	06
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Rural Health Clinic	RHC	03

From: Otis L. Woods, Deputy Director
Bureau of Quality Assurance

cc: Susan Schroeder, Director, BQA

Bureau Personnel Changes & Communication with Bureau Senior Management

The purpose of this memorandum is to provide updates on recent personnel changes within the Bureau of Quality Assurance, as well as present up-to-date information on how to directly communicate with members of the Bureau's Management Team, including communication to resolve issues you are unable to resolve through previous efforts.

Personnel Changes

Susan Schroeder, Director of the Bureau of Quality Assurance since 1999, will be departing BQA effective July 15, 2004. The Division of Disability and Elder Services has initiated

recruitment efforts to fill the Director position Susan is vacating. We anticipate a successor will be appointed before July 15, 2004. Announcements will be made in forthcoming Quarterly Updates. In her 5 years with BQA, Ms. Schroeder has many accomplishments, including the following:

- Wisconsin's nursing home technical assistance project concept became a national initiative and is producing real results improving care quality for consumers. The concept is also being applied to home health agencies and hospitals.
- Establishing the Assisted Living Section.
- Managing many nursing home closures, receiverships and resident relocations - often simultaneously. The outcomes for consumers have been good and when they were not, the Bureau has studied why and what can be done better the next time.
- Wisconsin's Caregiver Law and Feeding Assistant Program, implemented and sustained by the Bureau, became national models.
- Regulatory flexibility exercised by BQA made it possible for providers to bring new health care delivery systems and methodologies to Wisconsin citizens while protecting public health, safety and welfare. Mercy Hospital's Satellite Emergency Department in Walworth is an example among many.
- Many positive, productive, and correct working relationships were developed and improved with internal and external stakeholders such as the U.S. Centers for Medicare and Medicaid Services.

In addition to her work as Bureau Director, Susan also served as secretary of the Association of Health Facility Survey Agencies, the organization representing the 50 state agencies that perform survey and other regulatory activities.

Dolores Zwiers Retiring as Regional Field Operations Director

The Bureau will say farewell on March 31, 2004, to a long-term dedicated public servant with the departure of Dolores Zwiers from the Northeastern Region Resident Care Review Section in Green Bay after 30 years of state service. Before taking on the position as Regional Field Operations Director, Dolores served the Bureau as an Assistant to the Regional Field Operations Director, supervising the Office's program assistants and then as a Regional Field Operations Supervisor responsible for survey staff.

Dolores' tenure as Regional Field Operations Director coincided with a number of surveyor and supervisor vacancies in her section that remained unfilled for long periods, requiring Dolores to take on those responsibilities along with her own. Her competence and commitment to the consumers we serve allowed the Section to cope with the increased workload very well indeed.

Dolores' professional experience and expertise have been much appreciated throughout the state, not just in the Bureau. We are sorry to see Dolores go, but wish her the best in her retirement.

While the search is being conducted to fill Dolores' position, Joanne Powell will serve as interim Regional Field Operations Director. Joanne will be covering for both the Northern and the Northeastern Regions.

Susan and Dolores will be missed, not only by their colleagues in BQA and the Department; by the provider community with whom they maintained effective, collegial working relationships; but mostly by Wisconsin elderly and disabled citizen, in working for high quality delivery of long term care services in Wisconsin. Please join all of BQA in wishing both good luck in their future pursuits.

Communication with BQA Senior Management

State leaders need to be responsive not only to the needs of Wisconsin's consumers, but also to those who seek approval to operate health care facilities under BQAs oversight. Communicating with BQA senior management has not been as easy as it should be. To address this concern, BQA is striving to make communication with its senior management a seamless process. This is being accomplished by highlighting, in print and via the Internet, **(608) 266-8481** as the number providers and the public can call to immediately, or within a short time, reach the member of the BQA management team who can resolve problems.

Immediate response and resolution of your concerns is our goal. **(608) 266-8481** will be available to receive calls on a 24-hour basis. Should an individual not be immediately available to answer your call, voice-mail messages will be checked at least hourly during business hours (Monday through Friday 8:00-4:30) to ensure a timely response to your call/questions. Upon receipt of the call, the message will be transferred to the BQA manager whose section is responsible for the subject matter. The table below lists the BQA managers and the programs over which they have authority to respond to questions, when received. If, however, your desire is to speak to the BQA Director or the Deputy Director, the table contains telephone numbers and email addresses at which you can contact them.

Again, our goal is to make BQA management immediately available to the public and to provider communities when issues have not been resolved through previous efforts. However, we continue to encourage communication to resolve problems with regional or mid level supervisors within BQA first.

Enclosure

Name/Title	Contact Information	Programs Covered
Susan Schroeder, Bureau Director BQA	(608) 267-7185 Email: schrosh@dhfs.state.wi.us	All BQA programs.
Otis Woods, Deputy Bureau Director BQA	(608) 266-7952 Email: woodsol@dhfs.state.wi.us	BQA Operations Budget, fiscal, IT, travel, program QA.
Kevin Coughlin, Section Chief Assisted Living Section	Madison - (608) 243-2367 Green Bay - (920) 448-5255 Email: Coughkj@dhfs.state.wi.us	Assisted living providers: ➤ Adult Day Care ➤ Adult Family Home ➤ Community Based Residential Facilities ➤ Resident Care Apartment Complexes
Janet Eakins, Section Chief Provider Regulation and Quality Improvement Section	(608) 266-2055 Email: Eakinjl@dhfs.state.wi.us	➤ Administrative licensure and certification ➤ Enforcement ➤ Liaison with the Centers for Medicare and Medicaid Services ➤ Federal data systems: MDS, OASIS, ODIE / OSCAR, ACTS, DAVE ➤ Provider Training ➤ Waiver requests
Susan Larsen, Director Office of Caregiver Quality	(608) 243-2084 Email: Larsesm@dhfs.state.wi.us	➤ Administration of WI Caregiver Law ➤ Nurse Aide Training ➤ Misconduct allegation and investigations ➤ Competency Testing Programs
Michael Steinhauer, Section Chief Resident Care Review Section	(608) 267-0351 Email: Steinmj1@dhfs.state.wi.us	On-site reviews of: ➤ Nursing Homes ➤ ICFs/MR (FDDs) ➤ Nursing Home Level of Care Determination ➤ FDD Level of Care
Jane Walters, Section Chief Health Services Section	(608) 243-2028 Email: Walteja@dhfs.state.wi.us	On-site reviews of: ➤ Hospitals, including Critical Access Hospitals ➤ Home Health Agencies ➤ Hospice ➤ All Federal providers - RHC, ESRD, ASC, etc. Coordination of Plan Reviews tasks